

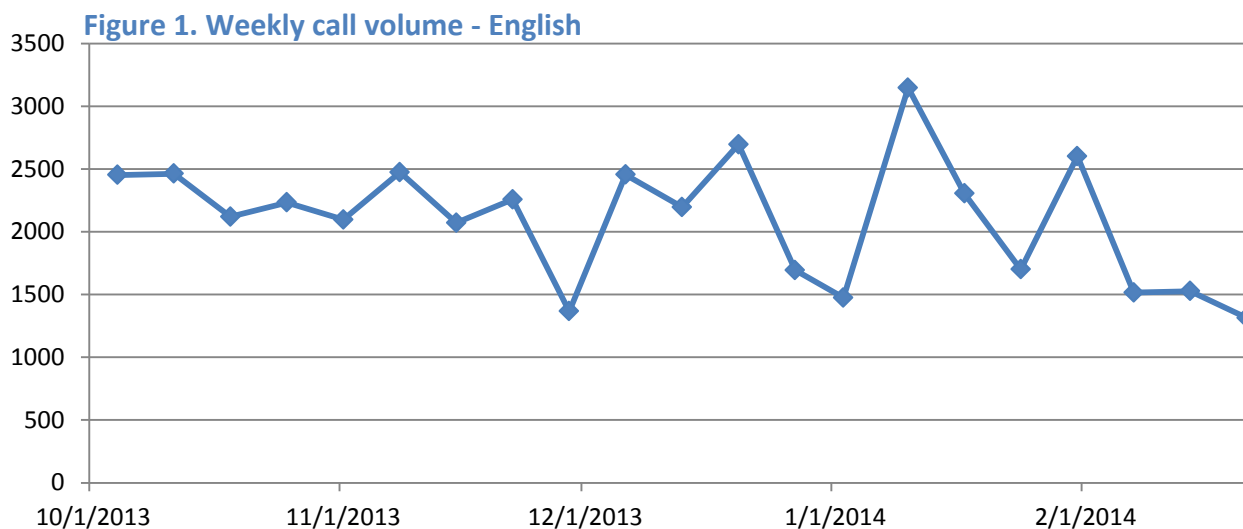
EIP Monthly CST One Care Activity Report — through February 14, 2014

The MassHealth Customer Service Team (CST) receives calls requesting information about and enrollment in One Care. Data about call volume from English and Spanish speakers are shown below.

English

CST experienced a tremendous increase in call volume related to communications emergencies in other MassHealth programs in late December 2013 and early January 2014. Around the same time, CST was affected by weather-related and holiday closures. Generally, weeks that include a holiday mean the normal weekly call volume is distributed across fewer weekdays, affecting speed to answer and percentage of calls answered. MassHealth is monitoring these metrics, and expects them to continue to improve as call volume to CST around other programs related to federal health reform implementation gradually stabilizes.

Week Ending:	English Calls Received	% of Calls Answered	Average Speed to Answer	Average Call Length
Feb. 2014				
02/14/2014	1,527	87%	2:53	7:09
02/07/2014	1,515	81%	3:48	7:34
Jan. 2014				
01/31/2014	2,601	78%	4:40	6:50
01/24/2014	1,700	72%	5:26	7:33
01/17/2014	2,305	77%	4:36	7:02
01/10/2014	3,147	42%	8:44	7:17
01/02/2014	1,475	60%	6:57	7:28
Dec. 2013				
12/27/2013	1,694	74%	3:10	6:31
12/20/2013	2,696	70%	5:02	6:45
12/13/2013	2,196	97%	0:53	6:04
12/06/2013	2,455	98%	0:39	6:02
Nov. 2013				
11/29/2013	1,366	99%	0:18	6:02
11/22/2013	2,257	98%	0:26	6:15
11/15/2013	2,071	98%	0:44	6:10
11/08/2013	2,474	97%	0:58	6:02
11/01/2013	2,097	98%	0:20	5:53
Oct. 2013				
10/25/2013	2,233	99%	0:30	5:45
10/18/2013	2,119	98%	1:03	6:20
10/11/2013	2,463	98%	0:36	6:08
10/04/2013	2,452	94%	0:39	6:31



Spanish

Week Ending:	Spanish Calls Received	% of Calls Answered	Average Speed to Answer	Average Call Length
February				
02/14/2014	21	95%	1:24	8:53
02/07/2014	37	100%	1:45	7:22
January				
01/31/2014	54	98%	1:50	5:45
01/24/2014	24	96%	2:22	6:10
01/17/2014	22	100%	1:57	7:43
01/10/2014	19	95%	2:07	9:12
01/02/2014	11	100%	2:15	6:44
December				
12/27/2013	16	88%	1:45	6:43
12/20/2013	13	100%	2:23	6:40
12/13/2013	38	89%	2:07	5:58
12/06/2013	45	100%	0:50	7:37
November				
11/29/2013	18	100%	1:28	4:29
11/22/2013	22	95%	1:00	7:49
11/15/2013	31	100%	1:14	6:23
11/08/2013	38	87%	2:23	6:06
11/01/2013	21	100%	0:44	7:46
October				
10/25/2013	33	97%	0:46	7:11
10/18/2013	29	100%	1:02	7:36
10/11/2013	41	95%	1:27	7:18
10/04/2013	42	98%	0:58	8:48

Figure 2. Weekly Call Volume - Spanish

